

The Chestnuts Surgery

Your Surgery – Your Health – Our Service
“a caring partnership”

Our Vision – Values – Ethos – Mission Statement

Supportive Team

- Appreciate and encourage each other
- Provide support to each other
- Develop and improve skills
- Maximise opportunities to share information
- Value informal communication and relationships
- Achieve manageable workloads
- Continue to manage change
- Increase mentoring throughout

Mission Statement

The Chestnuts Surgery aims to provide high quality health care in a responsive, supportive, courteous and cost-effective manner. We will:

- Provide a service which puts patients welfare at the heart of what we do
- Work within the framework of NHS Primary Care Services to provide professional medical, nursing and other services which meet the identified needs of patients
- Promote best practice through utilising specialist expertise within the practice team and externally and encouraging the continuous professional development of all members of the practice team
- Nurture a culture which is innovative, forward looking and adaptable
- Take into account the evidence provided by scientific and medical research in our treatment

1) Values

- **Caring for well-being in body, mind, spirit and relationships**
- Conveying compassion in word and action
- Assessing and responding to needs
- Providing an appropriate range of services
- Maintaining a health promoting environment

2) Respecting all

- Showing courtesy
- Seeking to understand
- Treating all fairly
- Valuing each person as a unique individual
- Being especially supportive to the vulnerable
- Applying all aspects of the Dignity in Care 10 point challenge

3) Working as a team

- Communicating well within the team
- Valuing the contribution of each team member
- Building a mutually supportive environment
- Co-operating with other teams
- Encouraging responsible involvement by our patients

4) Integrity

- Speaking and acting truthfully
- Being accountable for our actions
- Practice in an open, honest & transparent way

5) Learning and improving

- Adapting to change
- Building on achievements
- Developing our services

Patient Participation

- Improve the patient experience
- Improve communication about clinical and patient care
- Improve continuity valuing the patient / clinician relationship
- Enable patient self sufficiency
- Focus care where it is most needed
- Signpost patients to services and information
- Involve patients in practice development
- Be mindful of the health needs of our community when planning services
- Develop new ways of communication with all patients and encourage patient feedback whilst maintaining traditional ways including face-to-face and phone contact

Cost-Effective

- Use fewer resources – be greener
- Improve integration of technology with practice processes
- Balance skill mix to control clinical and non-clinical staff costs
- Gradually increase the list size to respond to increased population size in the locality

Sustainability

- Continue with proactive engagement in clinical commissioning
- Progress our participation with our locality
- Provide specialised services
- Maximise use of our building to provide a wider range of services
- Continue to participate in a wide range of enhanced services
- To maintain staff & skill mix to meet with seasonal pressures & changing demands